

FacePro Xpert System (Mobile)

User Manual



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1. Introduction

Softfoundry's FacePro Xpert System, achieved the visualization of industrial information, support remote smart transportation, solve equipment maintenance inspection, technical support, workshop training in enterprise operation, help improve the efficient operation of maintenance service system, reduce cost, and cooperate through real-time high-definition video. Remote experts guide the front-end on-site engineers to complete the relevant operations; smart services effectively replace the original 400 telephones and experts for on-site support, saving a lot of cost and time, and improving customer satisfaction.

1.1 Customer service

Softfoundry's FacePro Xpert System is designed for technicians and engineers to assist in remote on-site service, equipment inspection, maintenance, and complex manufacturing assembly. It can be used in industrial sectors such as automobiles, home appliances, new energy, electricity, petroleum, gas, civil aviation, transportation, military, infrastructure, smart equipment, and ports.

1.2 Implementation scenario

Expert: PC/laptop, tablet, phones

Field Engineer: Smart glasses, phones, laptops;

Access Network: 5G / 4G / WIFI / VPN / Satellite

1. The customer register and log in to the FacePro Xpert System configures the technician account and remote expert account, and the underlying business process;
2. Technicians can call and connect remote experts through smart glasses (or mobile phones). The remote experts guide the on-site technician through voice, text, video identification, multi-party

collaboration, remote control, etc., and record the whole process.

3. Technicians can take pictures or take photos through smart glasses or mobile phones, and archive them as workflows, as well as for teaching and training;

4. Customize business processes and application functions according to customer needs;

1.3 Function list

Video guidance, photo uploading, sending of document, video identification, multi-party collaboration, live video, on-demand, remote control, GPS map information, screen sharing, collaborative design, video recording, cloud storage, smart retrieval playback, user rights, data protection and support efficient operation across platforms

- Provide remote expert guidance, technical maintenance and remote collaboration;
- Workshop training and upgrading new employee skills;
- Accurate equipment inspection; regular maintenance inspection; preventable data maintenance; visual safety report;
- Work assistance such as complex manufacturing and assembly to improve work efficiency;
- Visualization of equipment operation data acquisition;
- Share the first view of the image and image in real time through voice, gestures and video;
- Visual emergency scheduling, multi-screen interaction.

1.4 Terminal Requirements

Currently, the system support Windows, Android and IOS.

Android mobile client requirements:

Android 5.0 and above, CPU 4 core, 1.4GHz and above, it is recommended to use exynos/qualcomm/mtk chip phones; mobile phones with Qualcomm 636 or above are recommended.

IOS mobile client requirements:

IOS 8.0 and above

iPhone 5S and above, iPad 4 and above, iPad mini2 and above, iPad air and above, iPad pro

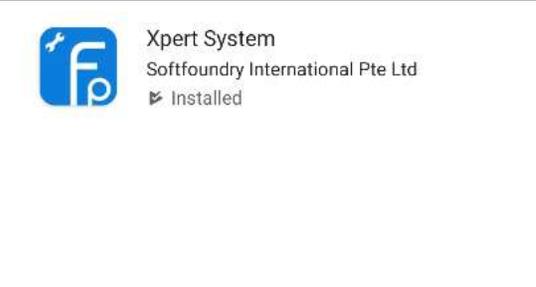
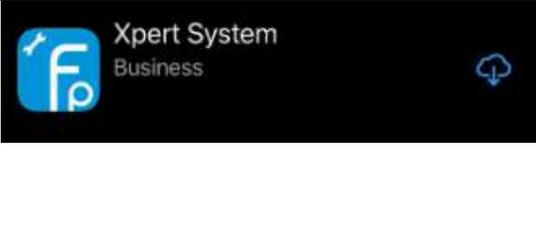
1.5 Bandwidth requirements

Video size	Codec	Fps	Bandwidth requirements
4k Ultra HD (3840*2160)	H.265	30	3000kbps
Full HD (1920x1080)	H.265	30	1200kbps
HD (1280x720)	H.265	30	800kbps
VGA (640 x 480)	H.265	30	400 kbps
CIF (320 x 240)	H.265	30	250 kbps
QCIF (160 x 120)	H.265	30	120 kbps

1.6 Language supported

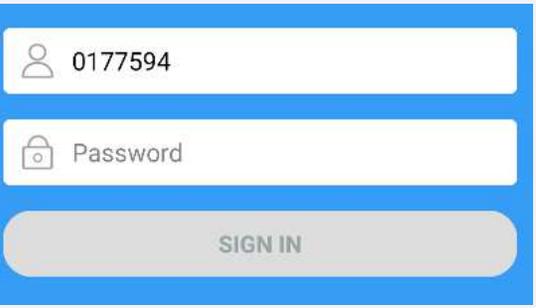
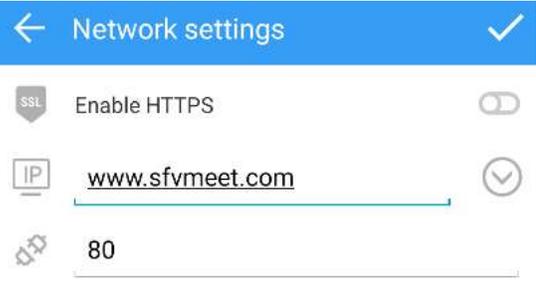
- English, Chinese simplified and traditional, Vietnamese, Indonesian, Brazilian Spanish, French, German, Italian, Portuguese, Russian, Japanese, Korean, Polish, Thai, Arabic

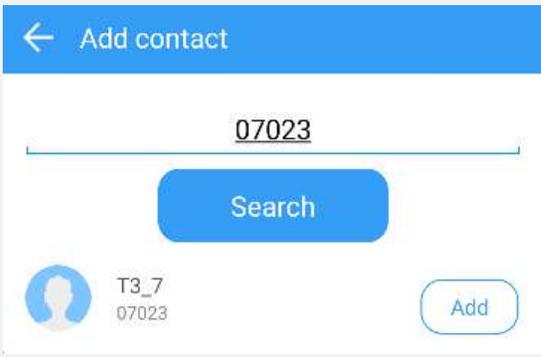
2. App Download

<p>For Android customer, please go google store to search and download for 'Xpert System'</p> <p><i>Note: The search result may appear FacePro Teleteach and Softfoundry FacePro. Please download only 'Xpert System'</i></p>	
<p>For iOS customer, please go app store to search and download for 'Xpert System'</p> <p><i>Note: The search result may appear FacePro Teleteach and Softfoundry FacePro. Please download only 'Xpert System'</i></p>	

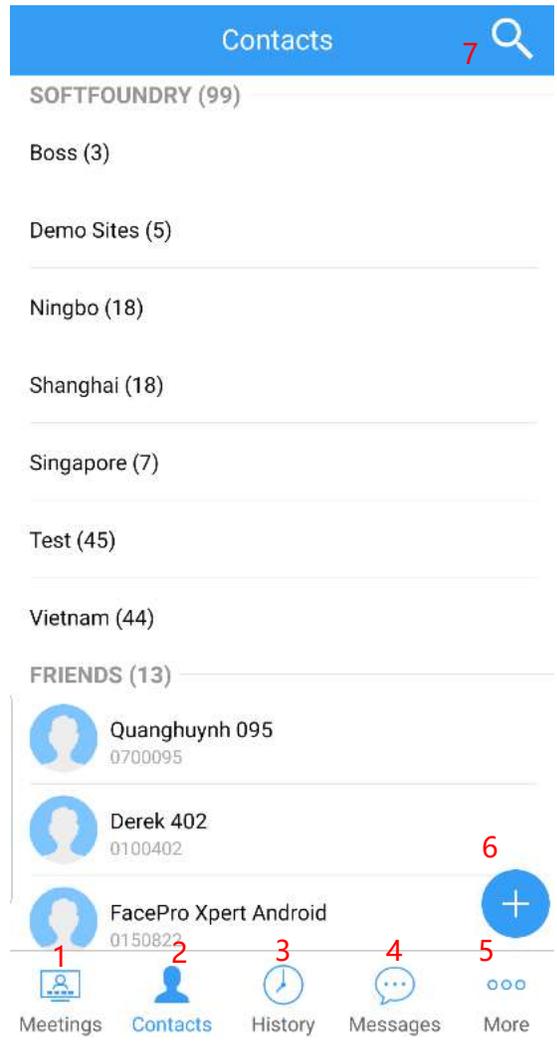
3. Login

1. Mobile terminal installation and login (android as example)

<p>After the installation is complete, enter the ID and password.</p> <p>Tap the  icon to change the server address if needed.</p> <p>The mobile phone interface is as follows:</p> <p>For iOS customer, please go app store and search for 'FacePro Expert System'</p>	 
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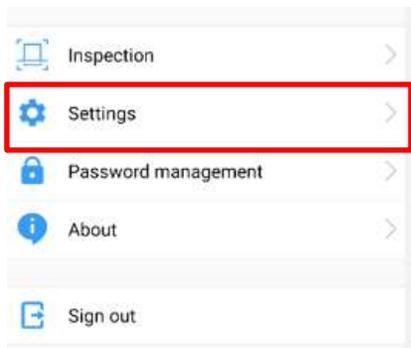
<p>Search for contacts</p> <p>Tap 'Contacts' under main interface and tap  search icon and enter the ID to search for.</p> <p>Support fuzzy search.</p>	 <p>The screenshot shows a search results screen. At the top, there is a blue header with a back arrow, the search ID '07023', and a clear button. Below the header, the text 'T3 (8)' is displayed. A single contact result is shown with a blue profile icon, the name 'T3_7', and the ID '07023' in yellow text.</p>
<p>Add contact</p> <p>Tap 'Contacts' under main interface and tap  icon to add new contact</p>	 <p>The screenshot shows the 'Add contact' screen. At the top, there is a blue header with a back arrow and the text 'Add contact'. Below the header, there is a search input field containing the ID '07023'. A blue 'Search' button is positioned below the input field. At the bottom of the screen, a contact card is visible with a blue profile icon, the name 'T3_7', and the ID '07023'. To the right of the contact card is a blue 'Add' button.</p>

4. Introduction to the main interface

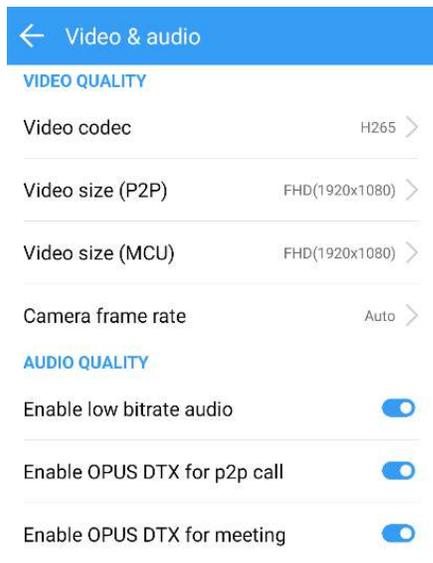
<p>Main interface function description:</p> <ol style="list-style-type: none">1. Create and schedule new meetings, saved groups. Refer here for more.2. Search for contacts and add new contacts3. View all past call history4. View all messages here. Refer here for more.5. System settings, change video resolution, edit personal information and etc... Refer here for more.6. Add a contact7. Search for contact	
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5. Change video resolution

Tap on 'More' -> 'Settings' at your main interface.



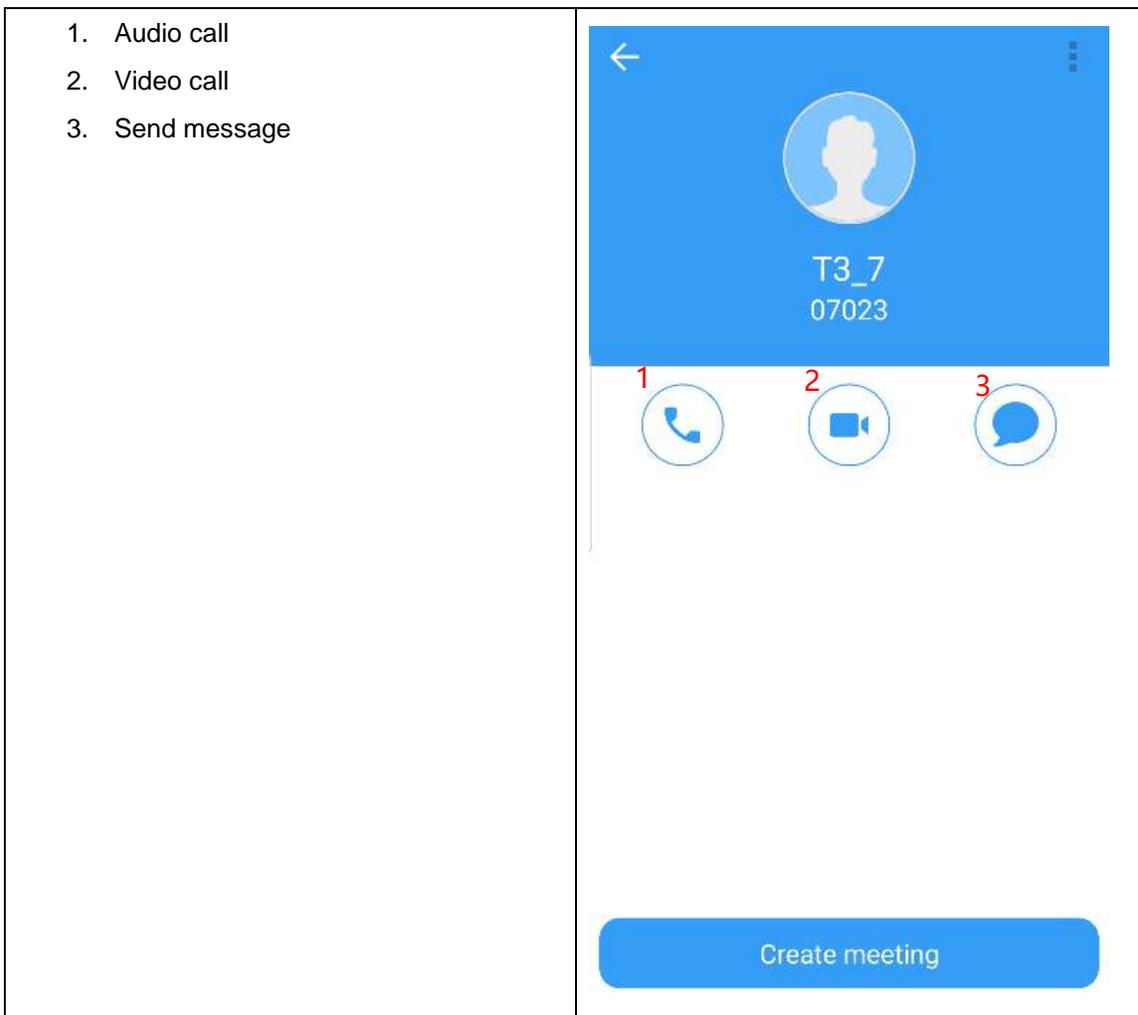
Click on Settings, select 'Video and audio'
Change video resolution.



6. Point to point call (one to one remote expert guidance)

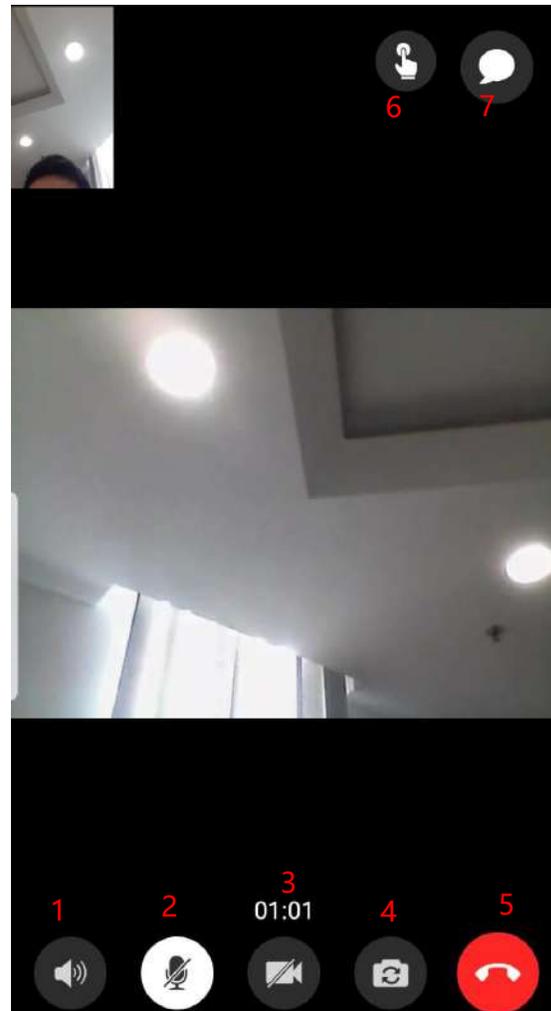
Point-to-point mode, where one party call one expert only. For multi-experts meeting please refer [to mcu meeting](#)

In the contact list, tap on a user and tap on the 'Video Call' button



The video call interface as follows: The bigger video window is the user that you are calling. The smaller video window is your own video.

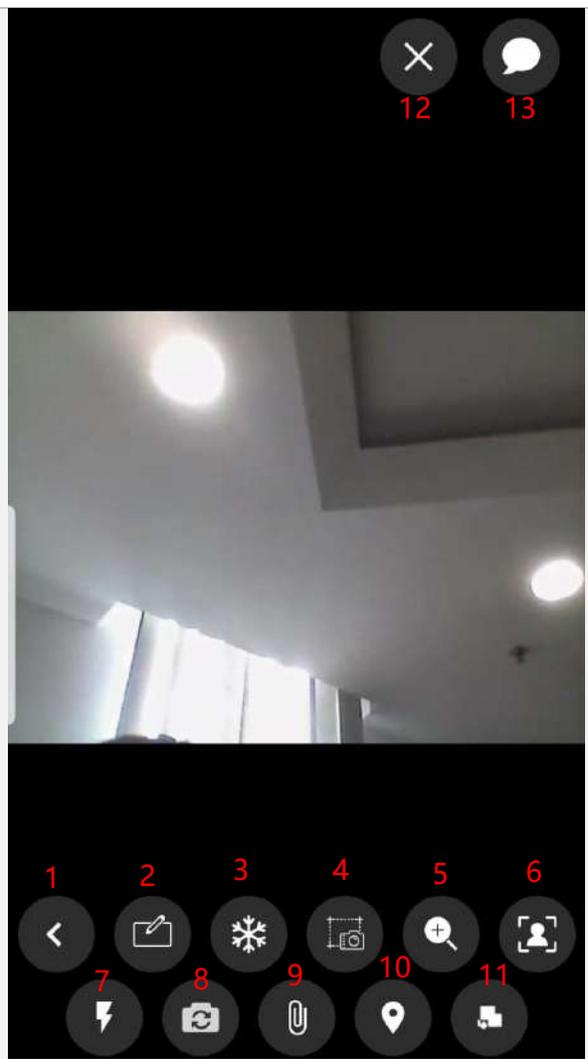
1. Turn speaker on or off
2. Turn microphone on or off
3. Turn camera on or off
4. Swap front and back camera
5. End call
6. Remote control
7. Chat Message



If you are the Remote Expert. Click on the 

'Remote Control' button. The remote function interface of the expert is as follows:

1. Close remote control tools
2. Annotation
3. Stop video
4. Screenshot
5. Zoom in and out
6. Video focus
7. Turn flashlight on or off
8. Switch front and back camera
9. Send file to the chat
10. Get the user's location
11. Swap expert/user camera view
12. Exit remote control
13. Chat



When an expert does an annotation, stops video or do a screenshot, it can be annotated.

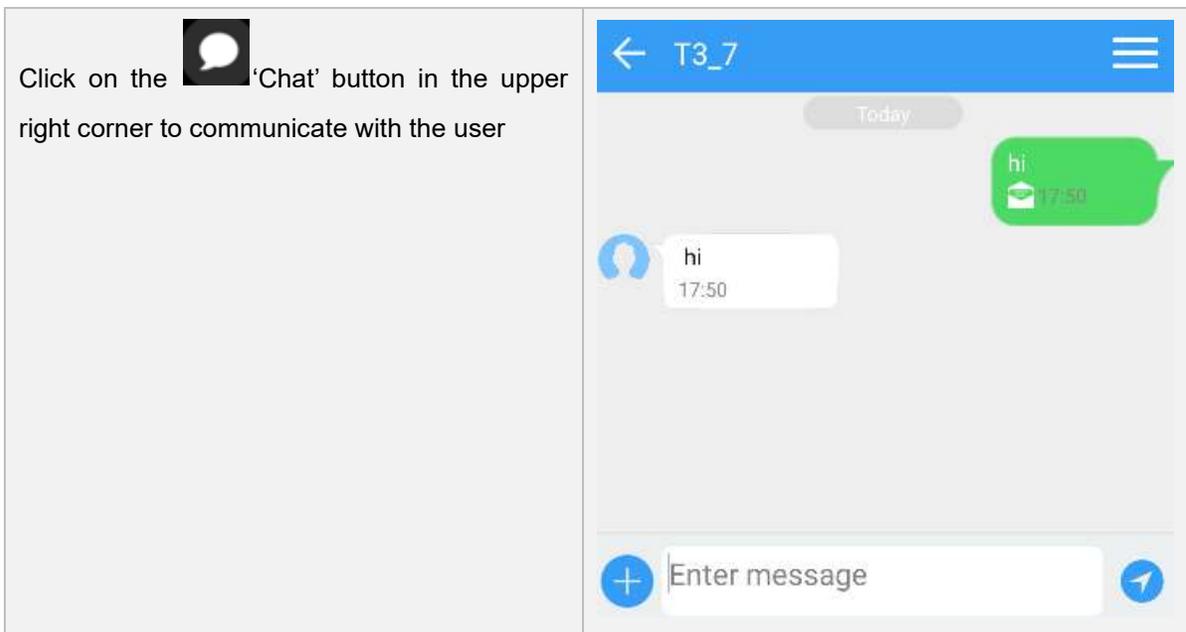
The annotations made using the  “Annotation” button are visible in real-time. However, it cannot be saved and cannot be sent after annotating.

The annotations made using the  “Stop video” button are visible in real-time. Remote expert can save the annotation and sent to the user. However, video will be stopped.

The annotations made using the  ‘Screenshot’ button are not visible in real-time. Annotation will be sent to the chat message after completion

Annotation tools like pen, highlighter, eraser and etc..





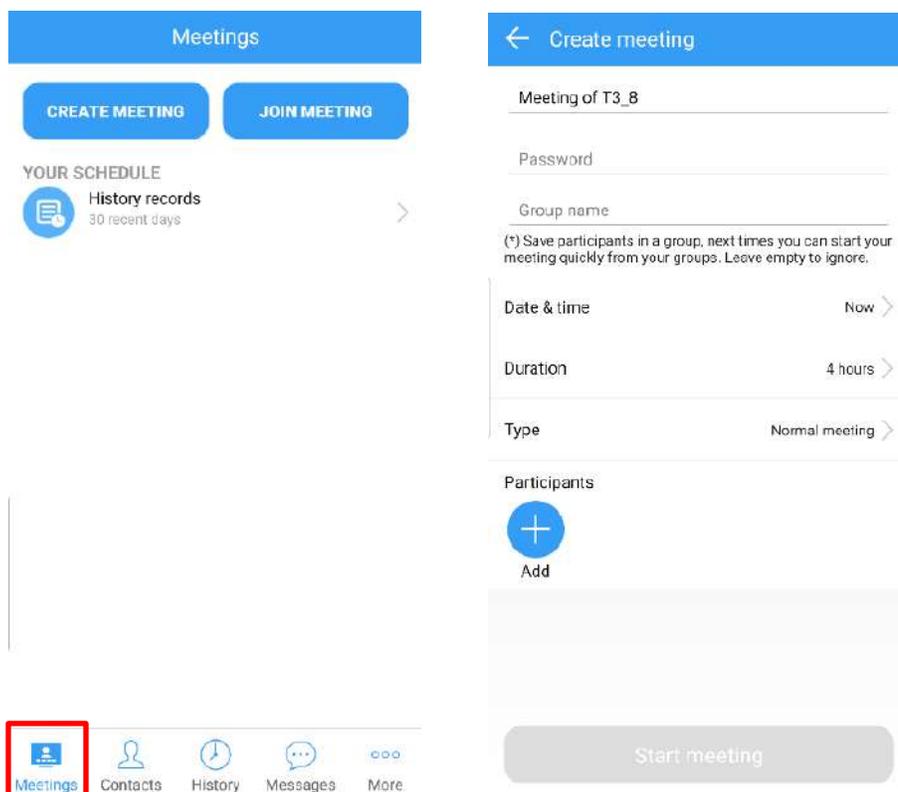
7. MCU meeting (Multi-experts)

7.1 Quick start multi-experts meeting



7.2 Create a Scheduled Meeting

On the meeting interface, click the  button to create a scheduled meeting.



1. Meeting Title: Input meeting title
2. Password: Input meeting password
3. Group name: Automatically save the currently selected participants as a group. When creating a meeting next time, you can directly select this group to initiate a meeting
4. Date & time: Set whether the current meeting starts immediately or at a later time
5. Duration: Select the duration of the meeting, the default is 4 hours
6. Type: Different type of meetings to choose from
 - Normal meeting: all participants send audio and video on entry
 - Audio meeting: all participants send only audio on entry
 - Training meeting: all participants are disallowed to send audio and video on entry
 - Video-restricted meeting: all participants are disallowed to send video on entry
 - Audio-restricted meeting: all participants are disallowed to send audio on entry
7. Add: Add users into the meeting

Select the scheduled start date and time

Date & time

10	Mar	2019	16	52
11	Apr	2020	17	53
12	May	2021	18	54

Now Cancel OK

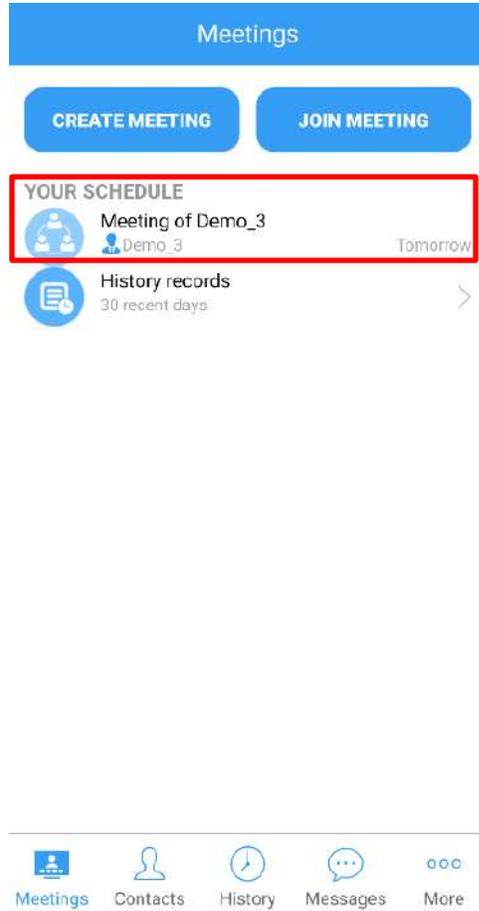
After the meeting configuration, the meeting details will be displayed and you can copy or share the URL to other users. You can also cancel and edit the meeting.

← Meeting detail

ID	1362240978
Topic	Meeting of T3_8
Date & time	11 April 2020, 18:53
Type	Normal meeting
Status	Upcoming
Duration	4 hours
Invitation URL	Copy Share via
Participants	 T3_8  T3_7

Cancel meeting Edit meeting

On the 'Meeting schedule', the meeting that is currently being held or the meeting that is about to start will be displayed.



8. Meeting controls and function

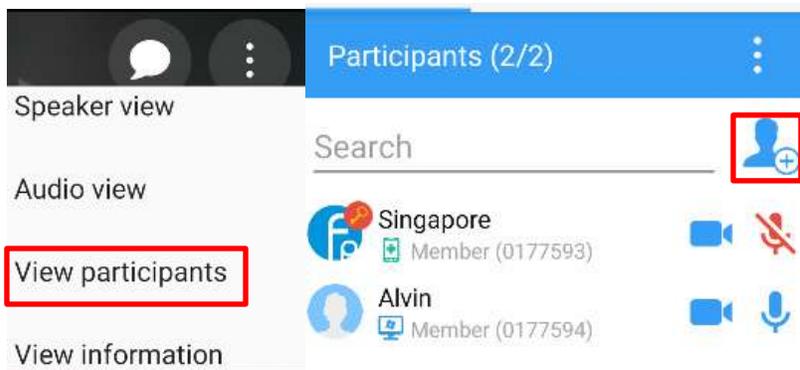


1	Expert remote control button, select the participants to remotely control
2	Chat with other participants in the meeting
3	Switch meeting layout and display participants information
4	Turn the speaker on or off
5	Turn the microphone on or off
6	Stop sending video,click again,resent video
7	Switch front or back camera
8	Exit meeting

8.1.1 Invite participant/expert during meeting

The person who initiated the meeting will be referred as 'Chairman'. Chairman can invite other participants/experts at any time, remove participants, mute participant's microphone, and off participant's camera.

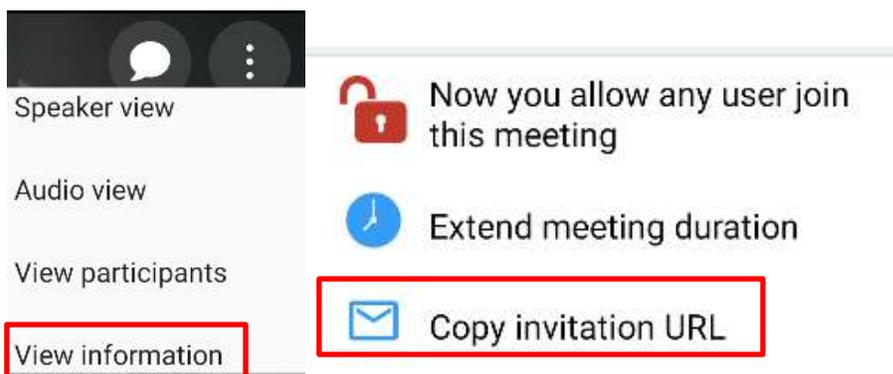
Click on  icon and click on 'View participants'



Click on  icon and invite new participant/expert from the contact list into the meeting

8.1.2 Send meeting invitation URL link during meeting

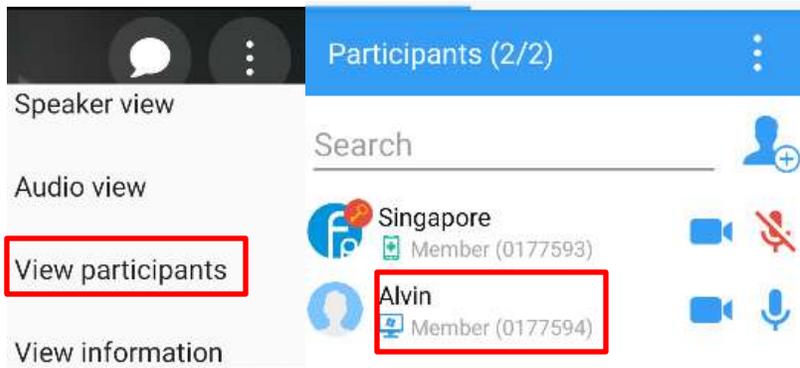
Click on  icon and click on 'View information'



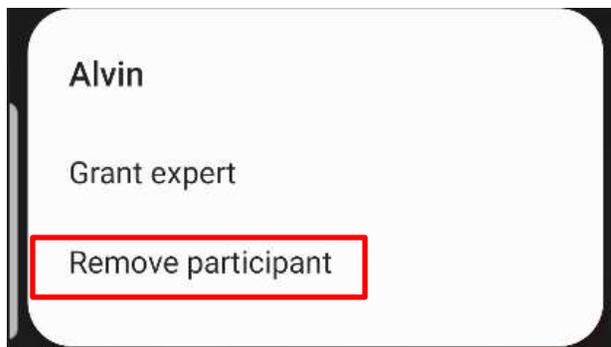
Click on 'Copy invitation URL' and send the link to participant/expert via email or any messaging platform

8.1.3 Remove participant/expert during meeting

Click on  icon and click on 'View participants'



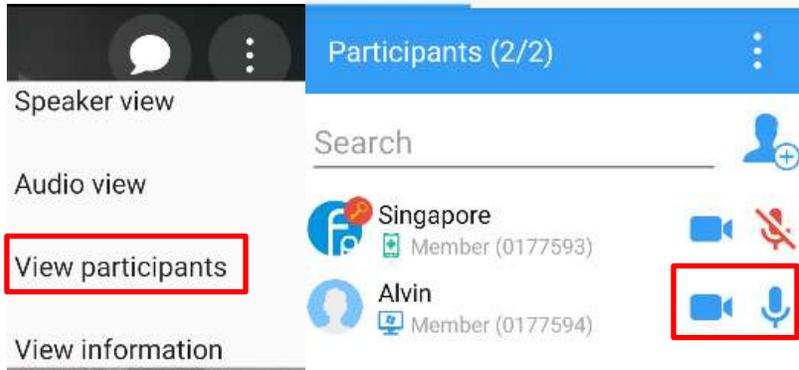
Click on the participant's name once and click 'Remove participant'



8.1.4 Mute participant's/expert's microphone and off camera during meeting

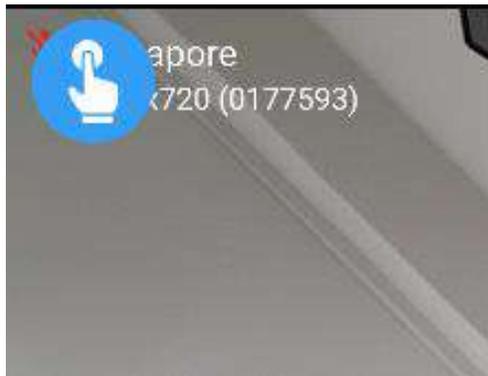
Click on  icon and click on 'View participants' . Click on  icon to turn on or off camera.

Click on  icon to mute or unmute microphone.



8.1.5 Expert control function

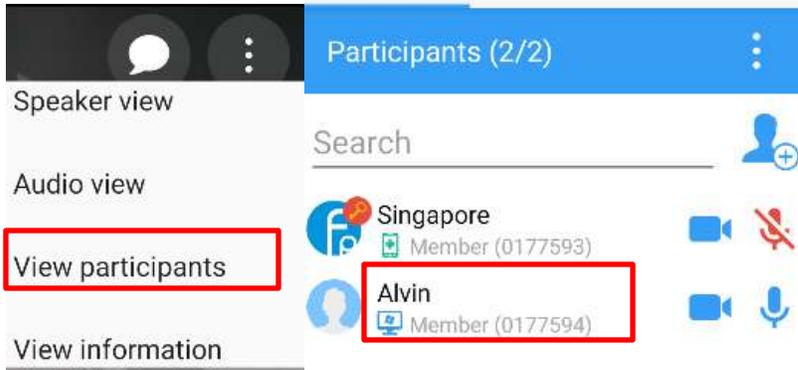
The expert can click on the  'Remote Control' button in the upper left corner of the meeting to select which participant to remotely control



8.1.6 Grant expert authority

Participant with expert authority can remote control other participant's device

Click on  icon and click on 'View participants'



Click on the participant's name once and click 'Grant Expert'

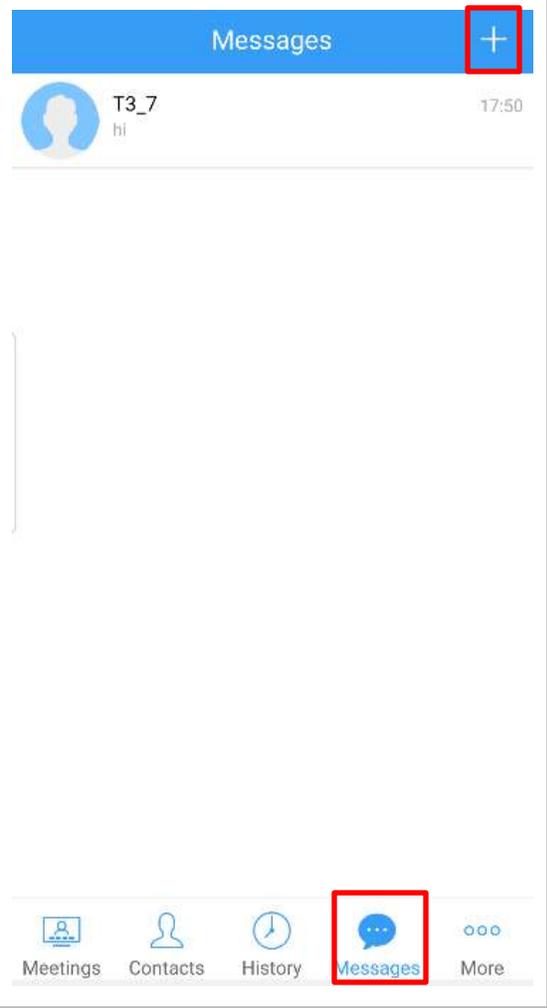


9. Instant Message

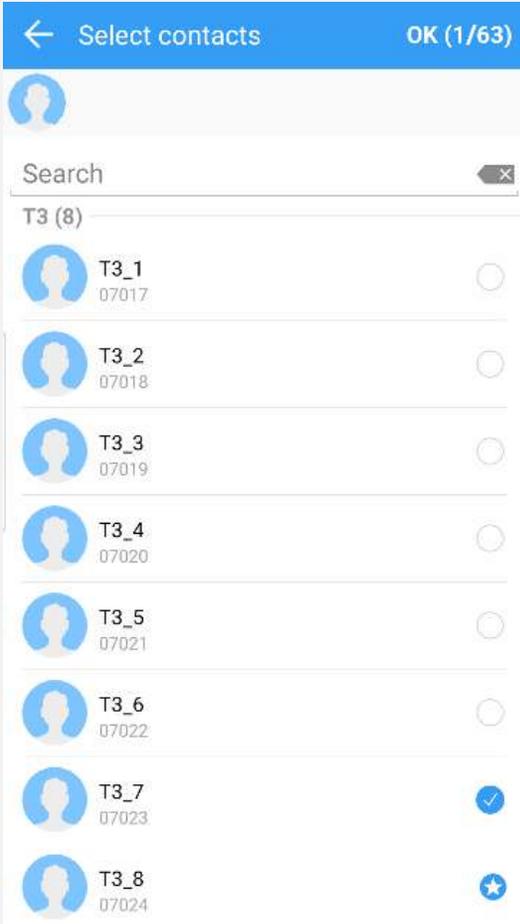
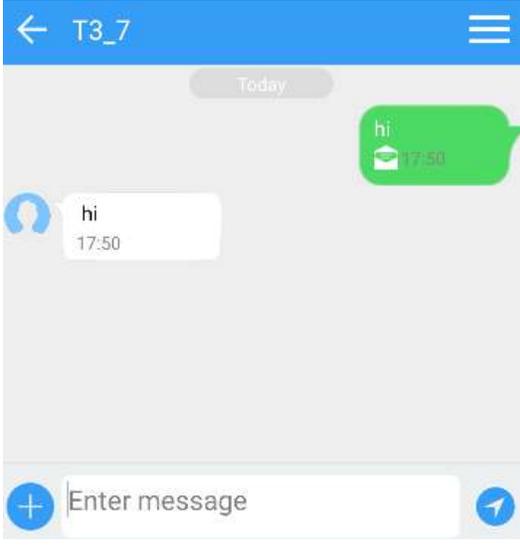
1. Select a contact and click the “Chat Message” button



2. Or via the message interface, click the  button.



The screenshot shows a mobile application interface for a messaging system. At the top, there is a blue header bar with the text "Messages" and a plus sign icon enclosed in a red square. Below the header, a contact profile is visible with a circular profile picture, the name "T3_7", and the text "hi". To the right of the contact name is the time "17:50". The main area of the screen is empty, representing the message content. At the bottom, there is a navigation bar with five icons: a meeting icon, a contact icon, a clock icon, a speech bubble icon (highlighted with a red square), and a three-dot menu icon. Below these icons are the labels "Meetings", "Contacts", "History", "Messages", and "More".

<p>3. Select users to join chat</p>	 <p>The screenshot shows a mobile application interface for selecting contacts. At the top, there is a blue header with a back arrow, the text "Select contacts", and "OK (1/63)". Below the header is a search bar with the text "Search" and a clear button. A section titled "T3 (8)" contains a list of eight contacts, each with a profile icon, a name (T3_1 to T3_8), and a phone number (07017 to 07024). To the right of each contact is a circular selection checkbox. Contact T3_7 has a blue checkmark in its checkbox, and T3_8 has a blue star icon.</p>
<p>4. Send message</p> <p>You can send text, voice, photos, videos, facial expressions, location and file</p>	 <p>The screenshot shows a chat conversation with contact T3_7. The header is blue with a back arrow, the name "T3_7", and a menu icon. A "Today" separator is visible. The chat history shows a white message bubble from T3_7 with the text "hi" and a timestamp of "17:50". A green message bubble from the user with the text "hi" and a timestamp of "17:50" is also visible. At the bottom, there is a text input field with the placeholder "Enter message", a plus icon on the left, and a send icon on the right.</p>

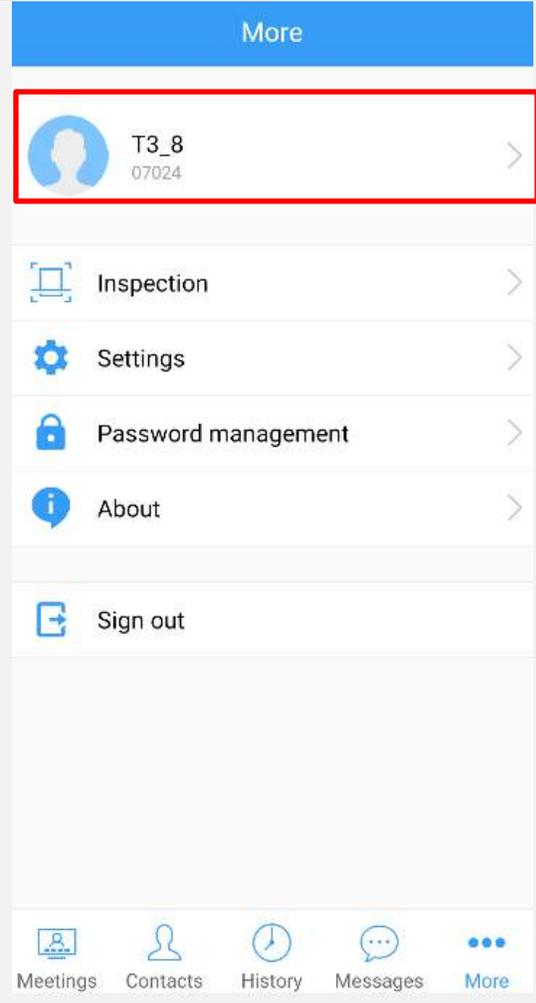
5. Message settings

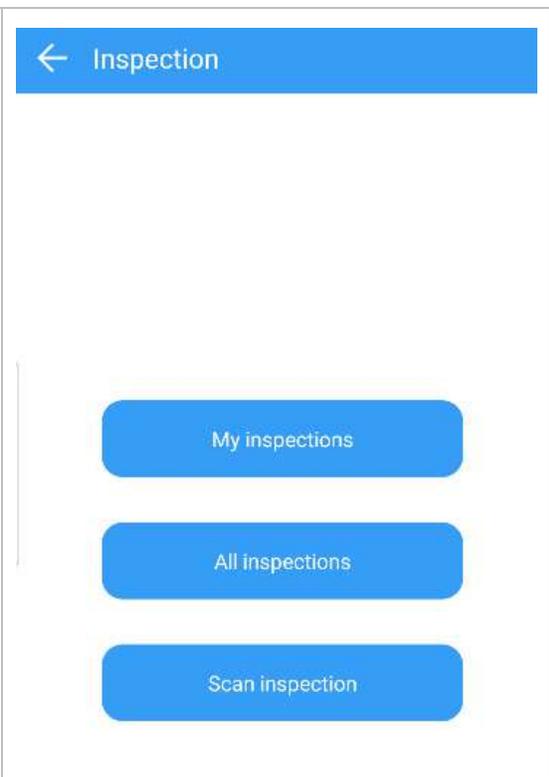
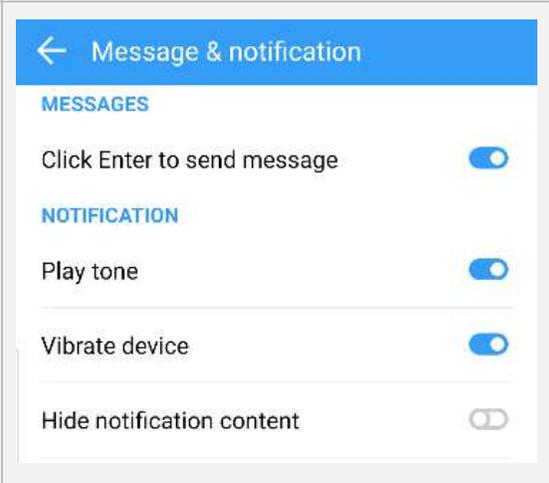
- 1) Enable mute notifications
- 2) Block messages from this user
- 3) Burn message after reading
- 4) Search message
- 5) Clear message
- 6) Add more users

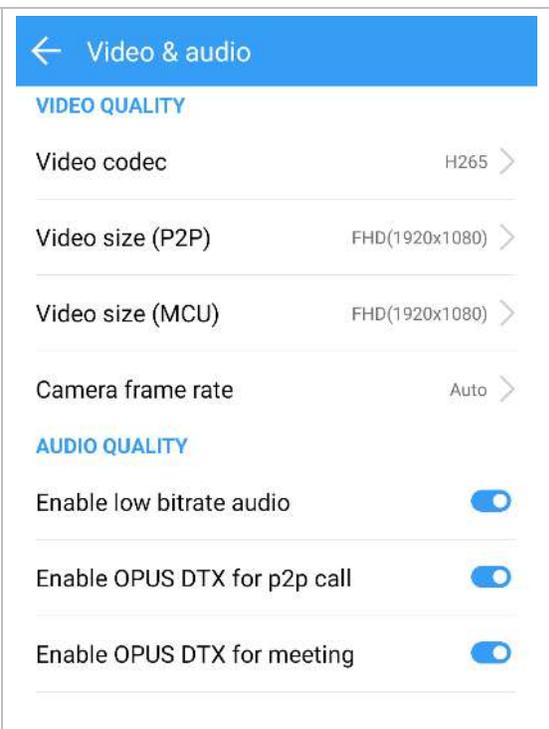
The screenshot shows a messaging app interface for a contact named 'T3_7' with the phone number '07023'. The settings menu is open, and red numbers 1 through 6 are overlaid on the screen to indicate the location of specific features:

- 1: Mute notification (toggle switch)
- 2: Block this user (toggle switch)
- 3: Burn message after reading (toggle switch) with a sub-link 'Click here for more information'
- 4: Search message
- 5: Clear message
- 6: Add (under MEMBERS (2) section, next to a plus icon)

10. More

<p>1. Account management</p> <p>Can set personal data, such as avatar, nickname, position, email, mobile phone number, etc.</p>	 <p>More</p> <p>T3_8 07024</p> <p>Inspection</p> <p>Settings</p> <p>Password management</p> <p>About</p> <p>Sign out</p> <p>Meetings Contacts History Messages More</p>
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<p>2. Inspection</p> <p>For workflow inspection. User can create a guided workflow for on-site engineer to walkthrough</p>	
<p>3. Click on Settings, select Messages and Notifications, and set the message alert tone.</p>	

<p>3. Click on Settings, select Video and audio</p> <p>Change video resolution and video codec and etc...</p>	
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11. Customer Support

Any updates to this software will be posted on the company's official website, please visit <http://www.softfoundry.com>.

If you encounter problems during use, please contact us at support@softfoundry.com

Customer Service Phone Number: 4006888640

Thanks again for your support and trust in our products.